DEPARTMENT OF PUBLIC SOCIAL SERVICES

WELFARE FRAUD PREVENTION & INVESTIGATIONS SECTION

Number	Date:
03-06	03/27/03

Administrative Memorandum

SUBJECT: **LEADER QUICK GUIDE NUMBER 2 – CLOSING AND INVESTIGATION ON LEADER**

REFERENCE:

CANCELS: **None** **FILE IN:**

Attention: [X] All WFP&I Staff

This is to release WFP&I's LEADER Quick Guide, Number 2. The Program Unit and LEADER User Group (LUG) created the Quick Guide to assist staff in closing investigations on LEADER. The Guide is for use by WFP&I staff only and should not be shared with staff from other sections or departments.

This Quick Guide covers the mandatory steps that must be completed to successfully close an investigation on LEADER. It also covers the steps to be taken by the SWFI to close the investigation and to transfer it from the WFI's file. Also included are instructions on how to notify eligibility staff of the fraud findings.

Since LEADER was implemented over two years ago, most investigations have been assigned on LEADER as well as on MAPPER. As LEADER becomes our primary tracking system, we need to have accurate information on LEADER. All investigations are to be logged on and off of LEADER. We are looking to the future when LEADER will be used to generate the monthly reports.

Thank you for your cooperation. Questions regarding the Quick Guide should be directed to your immediate supervisor.

Luther Evans, Director
Welfare Fraud Prevention & investigations Section

LE:MH:JR:jr
Attachment

WFP&I's QUICK GUIDE #2
CLOSING AN INVESTIGATION ON LEADER

Welfare Fraud Investigator:	Use the Fraud Subsystem/Screen
Select the Fraud subsystem from the Go To screen. Select Fraud Inquiry and click on the "Open Window" in the lower right corner.	Go To Screen
Enter the case number in the "Case #" box, choose "Early Fraud" or "Fraud" and click on the "Search" button. Note: Entering the case number will identify multiple or subsequent referrals for the same case number. Using the "Fraud" box will access only the referral assigned to that number.	Fraud Inquiry Screen
Highlight the referrals to be closed and click on the "Referral Data" button. *Note: <u>Do not</u> go directly to the "Investigation" button, as this method will omit a necessary step.*	Fraud Inquiry Screen
When the Fraud/Early Fraud Referral screen opens, click on the "Referral Detail" button in the middle right side.	Fraud/Early Fraud Referral Screen
When the Fraud Suspect/Intake screen opens, click on <u>EACH</u> tab and review to ensure that it is complete.	Fraud Suspect/Intake Screen
After reviewing information on all tabs, click the "Investigation" button located in the lower right hand corner of the "Assessment" tab.	Fraud Suspect/Intake Screen Assessment Tab
Complete the "Disposition Detail" field on the Fraud Disposition Activity screen. Check Y if you need to notify the EW to take action. *Remember: you must also use the Future Action Control system, with a reference to "see case comments", to notify the EW.*	Fraud Disposition Activity Screen - Disposition Tab
Select the Closing/Reopen tab. *<u>Investigators and IEVS</u> FIIs are to complete <u>only</u> the Closing Checklist area.* The SWFI will transfer the closed investigation.	Fraud Disposition Activity Screen - Closing/Reopen Tab

The following screens are to be completed following successful prosecution and sentencing. Complete the above steps, including the "Disposition Detail" area if appropriate.	Fraud Disposition Activity Screen - Disposition Tab
Complete the IPV information in the "IPV Detail" area.	Fraud Disposition Activity Screen - IPV Tab
Complete all the appropriate information on the Prosecution Tab.	Fraud Disposition Activity Screen - Prosecution Tab
Complete the "Prosecution Detail" field on the Results tab.	Fraud Disposition Activity Screen - Results Tab
Complete the Closing/Reopen tab. *Investigators are to complete only the Closing Checklist area.* The SWFI will transfer the closed investigation.	Fraud Disposition Activity Screen - Closing/Reopen Tab

SWFI/LEAD WFI: Use the Fraud Subsystem/Screen

Select Fraud sub-system from the Go to Screen, Select Fraud: Fraud Inquiry and click the "Open Window" button in the lower right corner.	Go To Screen
Enter the "Case #", select Early Fraud or Fraud and click the "Search" button. *Note: Entering the "Case #" will identify all referrals associated with that case number, including subsequent referrals. The SWFI must review to ensure that all referrals assigned to the WFI are closed, if appropriate.*	Fraud Inquiry Screen
When the Fraud/Early Fraud Referral screen opens with Fraud # and Referral Date, click the Referral Detail button.	Fraud/Early Fraud Referral Screen
When Referral Information screen opens, click on "Referral Detail" button.	Fraud/Early Fraud Referral Screen
Review the information on each tab in the "Fraud Suspect/Intake" screen and the "Fraud Disposition Activity" screen to ensure that all tabs are completed. Review to ensure that the information on LEADER is consistent with information in the Central Fraud Folder (CFF) and that the WFI has addressed all allegations. Click on "Investigation" button in lower right hand corner. *(Do Not go directly to the Investigation date button. Data will not save if you try to use this shortcut.)*	Fraud Suspect/Intake Screen Assessment Tab

Review the information in the "Disposition Detail" field for accuracy. Check to see if there is historical fraud and/or if the EW was notified. If this screen indicates the EW was notified, *check CFF for a copy of FAC, User Action Request.*	Fraud Disposition Activity Screen - Disposition Tab
Click on the Closing/Reopen tab and review to ensure that the "Closing Checklist" is completed correctly.	Fraud Disposition Activity Screen - Closing/Reopen Tab
Click on the "Assignment" button in the lower right hand corner.	Fraud Disposition Activity Screen - Closing/Reopen Tab
Click on the "Assign" button to open the "To" field.	Fraud Assign/Transfer Screen
Always choose Welfare Fraud Prevention & Investigations from the "Office" scroll down list.	Fraud Assign/Transfer Screen
Choose the file number the investigation is to be transferred to from the "File #" list. Choose SUS1 to show an investigation has been sent to WFP&I's suspense. Choose H097 to transfer an investigation to CCB	Fraud Assign/Transfer Screen
Choose the reason why the investigation was closed or reassigned from the scroll down list of "Reasons" and click the OK button.	Fraud Assign/Transfer Screen

To send Fraud Findings to the Eligibility Worker:

Use the Future Action Control Subsystem - User Action Request

Click on the Future Action Control Sub-system	Go To Screen
Highlight "User Control Request" and click on the "Open Window" button in the lower right corner.	Future Action Controls Screen
Enter the case number in the "Case/User Information" field. Press the "Enter" key on the LEADER keyboard. *Do not use the mouse or tab key.* This activates LEADER to populate the field with the participant's name and the EW's employee number (LEADER User Name.)	User Control Request Screen
A Due Date must be entered in the "Control Information" field. (Choose a date approximately 2 weeks in the future.)	User Control Request Screen
Complete the "Control" field. On the subject line, use the scroll button to find and select "New Data From WFP&I".	User Control Request Screen

Enter the results of the investigation in the "Message" box. Advise the EW to take appropriate action and include your name, unit, file number and telephone number. *Remember the message box will only accept 250 characters.* Advise the EW to "See Case Comments, dated 00/00/00 for details of the investigation".	User Control Request Screen
Click on the "cc: user" button in the bottom right corner. Choose the District name from the scroll down menu in the "Office" field.	User Control Request Screen
Highlight the "Eligibility Supervisor's name on the User scroll down menu and click "OK." This notifies the ES. *Remember to print a copy of this screen before you click on the Send button.* File a copy in the CFF. You may also keep a copy to use to control for the disposition and for reporting savings on the monthly report.	User Control Request Screen

To Retrieve Action Control Listing: Use the Future Action Control Subsystem

You may access your "Future Action Controls" on the "Welcome to LEADER" screen, by clicking on the "Click here for Count Details" button in the lower left corner. The number of "User Action Controls" will be displayed. Select View Controls and click the "OK" button at the bottom of the screen.	Welcome to LEADER screen
You may also go to the "Future Action Controls" subsystem. Highlight "Action Control Listing" and click on the "Open Window" button.	Future Action Control Subsystem
The "Action Control Listing" screen will list the "User's name, the Case #, and the response message. Highlight the control you wish to view and click the "Detail/ Disposition" button.	Action Control Detail/Disposition screen
After selecting one of the criteria, (i.e.: User Action Taken) click the "Action" button and make a copy of the response from the EW. File a copy in the CFF. Attach a copy to the monthly production report for cost avoidance (savings) credit.	Action Control Detail/Disposition screen
Select the "OK" button to close or "Next" for additional responses.	Action Control Detail/Disposition screen

HOW TO DETERMINE REDUCTION OF BENEFITS ON LEADER

SCREENS NEEDED FOR COST AVOIDANCE(SAVINGS):	SUBSYSTEM TO BE USED
Go to "Benefit Issuance" and highlight "Issuance Summary". Click on the "Open Window" button in the lower right corner.	Benefit Issuance Subsystem
Enter the case number in the "Issue Search" field, select the aid program, issuance or payment type. Enter the start and end dates. *Note: only 6 months available.* Select either "Accrual" for CalWORKs or "Authorization" for Food Stamps. Click on the "Search" button. Click "Change Status" or "Issuance Details" for more information. *Note: the "Picked Up" date and "Issuance Amount" are required for Food Stamp Overissuance computation*	Benefit Issuance Subsystem Issuance Summary screen
Print the "***<u>Cash/FS</u>***" received on the "Issuance" screen for the month(s) <u>prior</u> to reduction and the "Current" month. Submit along with the monthly report.	Benefit Issuance Subsystem Issuance Summary screen
Print the Fraud Period and "last" cash/FS received from the "Benefit Issuance" screen	Benefit Issuance Subsystem Issuance Summary
Print and attach the "Aid Programs" screen from the "Inquiry" sub-system. This will show the beginning and ending dates of aid..	Inquiry Subsystem Aid Programs screen